- NP2 Secure Portal
- PIPS Electronic Transfer
- RSI's and Reopens

Applicants, Employees & General Public

General Contact Information

NBIB Main Line
> 724-794-5612

Status of your appointment date, adjudication or security clearance
> Contact your employing or sponsoring agency's Human Resources (HR) or Personnel Security Office. This is often the agency that sent you the invite to login to e-QIP and complete your investigative form.

Questions about background investigations and the investigation process
> FISInquiries@opm.gov

For information on the cybersecurity breach
> Cybersecurity Resource Center

e-QIP
> Need help filling out your investigation forms? Initial point of contact should be the person or office that invited you to login to e-QIP. If you are a Department of Defense contractor see our help page for additional information.

Verify investigator identity
> 888-795-5673
> FISRMFSIMSST@opm.gov

Federal Agency Human Resources & Security Specialists

HR/Security Contact Information by Topic

Agency Support Helpline, System Liaison
> 724-794-5612, x4600

Agency Training
> 703-603-0442
> FISAgencyTraining@opm.gov

Billing and payment information
> 724-794-5612, x4490
> FISBillingOversightTeam@nbib.gov

Central Verification System (CVS) Access
> 724-794-5612, x4600 option 4
> CVS@nbib.gov

eDelivery Transmission Inquiries
> EPICSupportGroup@opm.gov

eDelivery Quality
> FISIICIe-delivery@opm.gov

e-QIP

Applicants: Need help?
Agency Users: Need help?
Expedite investigation that is past the agency due date
724-794-5612, x554

Fingerprint Transaction System (FTS)
General questions
fingerprints@opm.gov
FTS Accounts and Authorizations
724-794-5612, x4600 option 2
FTS@nbib.gov
Freedom of Information and Privacy Act
724-794-5612, x7000
NP2 Portal Support
724-794-5612, x7600 option 1
NP2HelpDesk@opm.gov
PIPS Electronic Transfer Help
724-794-5612, x4600 option 4
CVS@nbib.gov
Report quality concerns with investigation reports
877-763-8391
Request Reopen or Reimbursable Suitability Investigation (RSI)
Please see the RSI/Reopen webpage for instructions, submission form and more information.
Suitability Executive Agent
724-794-5612, x7400
Schedule subject interview around subject's deployment
FIScatcheminconus@opm.gov
Telephone Liaisons: Case Status, Fingerprint Submission Status, File Release, SII/CVS Checks
724-794-5228

* Hearing impaired users may utilize the Federal Relay Service (external link) by dialing 1-800-877-8339** to reach a Communications Assistant (CA). The CA will dial the requested number and relay the conversation between a standard (voice) telephone user and text telephone (TTY) user.

** Visiting the Federal Relay Service website (external link) will provide access to additional Toll-Free and Toll Access Numbers.

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U.S. Office of Personnel Management

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